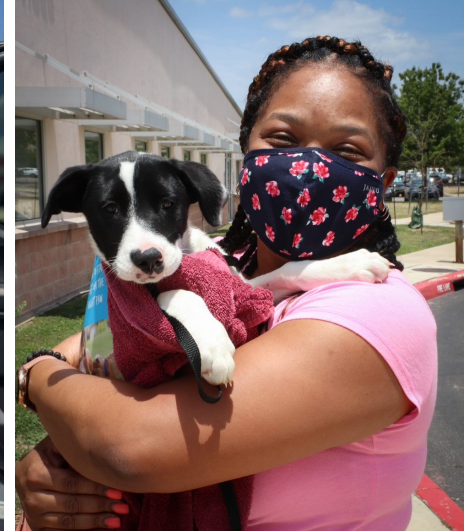




ACS Fiscal Year 2020 Annual Report



Despite the challenging circumstances of 2020, ACS set a record high Live Release rate of 92.1%.

Inside this Issue:

Chair's Corner	2
Hurricane Aid Efforts	2
COVID-19 Impacts	3
Happy Tail: Tucker	4
Matching Donation Event	4
Education & Outreach	5
Bickley's Rescue	5
FY21 Budget Highlights	6
Statistical Analysis	7

The Director's Desk

At the beginning of FY 2020, no one would have imagined the situation we ended up finding ourselves in half-way through March. When the pandemic hit, staff got to work to reinvent the way ACS provided services. Along with immediate operational modifications, we quickly developed contingency plans for the worst-case scenario, including how and when we would need to close the shelter to the public, stop responding to certain service requests, and how to continue basic operations if COVID-19 reduced our workforce to as few as 20% of our staff. Fortunately, none of those plans were implemented. ACS remained open to the public through appointments, officers never stopped responding to requests, and staff levels remained adequate to continue ACS operations. The impact of COVID-19 was still felt at ACS, however, but staff continued to exhibit a deep belief in our mission and the drive to achieve safety for staff and visitors while serving animals who need our help the most.



ACS Director
Heber Lefgren

As we move into FY 2021, we will start to get back to normal in some regards, such as restoring CCP and returning to full capacity for on-site surgeries, while creating a new normal in other regards, such as continuing appointment-based services and curbside pickup. ACS will continue to be a safe place for staff, visitors, and pets as we follow enhanced social distancing and cleaning protocols. The success of ACS will continue to be closely tied to the efforts of the community we serve. The efforts of our community partners over the last several months have been invaluable and they will continue to be to keep pets safe, healthy, and with their families. Funding will remain in tact for FY 2021 to support nonprofit rescue partners, free spay and neuter surgeries, and veterinary care for pets on the ACS campus. ACS will strive to build on the successes from FY 2020 that led to a record high 92.1% live release rate and I will continue to be touched by the compassion shown by staff and the community.



Rita Braeutigam

ACS Advisory Board Chair
Rita Braeutigam

Chair's Corner

Looking back at FY 2020, it's easy to only see the challenges, the stressors, and the hardship. It truly was a year like no other. But it's important to also look at the incredible good that was done this year. Over 6,000 animals left ACS with their new families, another 10,650 left with rescue organizations where they were given a second chance, and over 7,300 were reunited with their owners. ACS ended FY 2020 with a live release rate of 92.1%, a record high for the department.

As we move into FY 2021, there is, as always, more work to be done as ACS continues to strive for better outcomes for our pets and more responsible pet ownership in our community. With the holidays quickly approaching, many people may be thinking of adopting a pet. As we do all year-round, the ACS Advisory Board encourages residents to make an informed decision when adopting an animal. It is important to remember, especially for those considering giving a pet as a gift, that a new pet is a long-term commitment and needs to be a good match for their new family's lifestyle. When brought home, new pets will require an adjustment period while they get acclimated to their new environment, and the hustle and bustle of the holiday season may add more stress. All of that being said, if given thoughtful consideration, adding a furry friend to the family—through adoption or fostering—can bring gratification and joy well beyond the holidays.

Hurricane Aid Efforts

When Hurricane Laura threatened an evacuation of Gulf-area residents, San Antonio jumped into action. As other City departments worked to accept and assist evacuees, ACS began preparations to accept and care for dozens of evacuated pets. Staff worked around the clock to set up air conditioned tents on campus filled with portable kennels, coordinate with the San Antonio Evacuee Reception Center, and track incoming animals.

As thousands of evacuees made their way to San Antonio, many were worried about their furry family members, but ACS wanted to help them breathe a little easier. In addition to caring for the 200+ animals already on campus, staff began caring for over 100 evacuated pets, ensuring kennels were cleaned, animals were fed and provided water, and dogs were taken on daily walks, until their owners were able to reclaim them.

ACS partners also stepped up to help evacuated pets. The Animal Defense League (ADL) and San Antonio Pets Alive! (SAPA!) took in 35 adoptable animals from a shelter in Beaumont. In addition to providing housing for these pets, ADL and SAPA! also provided necessary veterinary care, such as vaccinations, spay/neuter surgeries, and special medical treatment.

Because of the trust ACS has in rescue partners, foster volunteers, and the rest of the community, over 100 families were able to trust ACS to care for their pets during a challenging time. ACS is proud to help keep Texas pets safe and is grateful for a compassionate community.



COVID-19 Operational Impact & Permanent Changes

When the COVID-19 pandemic hit in March of this year ACS, like so many organizations, had to make quick operational changes to keep staff and customers safe while also continuing to provide care for San Antonio pets. These changes included moving to appointment-based services, limiting the traffic on campus, halting on-site surgeries, and providing curbside pickup for all animals. Once the initial urgency was gone, ACS took the opportunity to reevaluate some operations and implement permanent changes to enhance efficiency, customer service, and staff and visitor safety. Permanent changes to ACS operations include:

Hours of Operation: ACS has changed its hours of operation to 1pm-7pm on weekdays, remaining open from 11am-5pm on weekends. These changes allow for one shift for most staff on campus, increasing the number of staff available for customer service and helping reduce issues from complicated shift schedules.

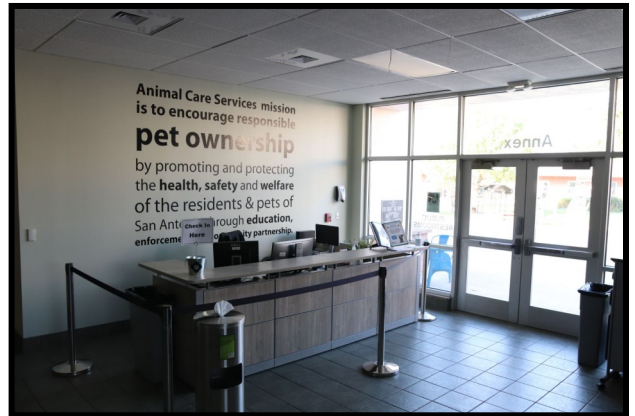
Intake Center: ACS has created a one-stop intake center, streamlining intake processes from multiple teams into one location in order to increase efficiency and effectiveness. Upon intake, all animals receive vaccines, are thoroughly checked for microchips, get a new picture for the website, receive a heartworm test, and more.

Hybrid of Appointments and Walk-ins: In March, ACS moved to completely appointment-based services, but as services have started returning to normal, walk-ins have been allowed on a limited basis. ACS will continue to utilize appointments for most services such as adoptions, fosters, owner surrenders, and Shelter Paws. Walk-ins are allowed on a limited basis as space allows for some services, such as viewing available pets, owner reclaims, and permits.

Welcome Center: ACS has converted part of the Annex building into a Welcome Center, to serve as the first stop for visitors to the ACS campus. Upon arriving at the Welcome Center, visitors are first screened for COVID-19 symptoms, then they can check in for their appointments. ACS staff will also provide information on campus guidelines and can answer any questions the customer may have.

Adoption Center: ACS has also converted part of the Annex building into the new Adoption Center. Relocating the Adoption Center to the Annex has allowed the Adoption team more space to provide service and help keep staff and residents socially distanced. The new location also means residents no longer have to walk through the kennels to meet with Adoption staff and adopters can pick up their new pets curbside.

Curbside Pickup of Pets: ACS will continue to provide curbside pickup of pets to enhance customer service and help control the amount of traffic on campus. Customers who are picking up newly adopted pets or fosters can pull up to designated pickup spots and ACS staff will bring the animals directly to the vehicle.



Happy Tail: Tucker

Tucker (formerly Eddie) came to Animal Care Services (ACS) back in July of 2020. A resident had called 311 to report that she had found three small breed dogs roaming the field behind her home, after which she was able to confine them all indoors. Officer Cozzi responded to the call, impounding all three dogs, and even impounding an additional fourth roaming dog while she was responding to the call.

Tucker received his initial veterinary exam and vaccinations upon arrival at ACS, where some hair loss was observed. Staff Veterinarians diagnosed Tucker with sarcoptic mange, a treatable but highly contagious form of mange. Sarcoptic mange is more commonly known among humans as scabies. During his veterinary exam, the Staff Veterinarian noticed that Tucker was reactive inside of his kennel, growling and barking at the staff.

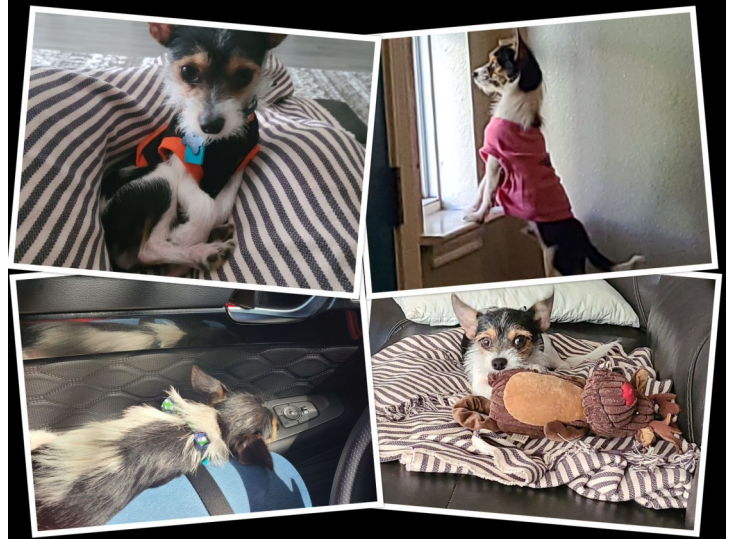
The day after arriving at ACS, Tucker's life changed (for the best!) fur-ever! The Adoptions Team received an inquiry from an interested adopter, wanting to have the family's current dog interact with Tucker and potentially adopt him if all went well. As it turned out, things did go well and Tucker was adopted and went home with his new family just three days after Officer Cozzi first responded to the call to pick him up.

Towards the beginning of September, Tucker's new mom sent the Adoptions Team an e-mail to provide an update on how the little guy was getting along in his new home. Going from a formerly shy and somewhat reactive little pup at ACS, Tucker is now out of his shell and enjoying life! His new mom had these exciting things to say about Tucker:

"He has been an amazing addition to our tiny family.

Over the last 6 weeks or so, he has completely healed from his sarcoptic mange and kennel cough, and is doing awesome. ...He loves to cuddle under the covers, go for car rides, constantly gives kisses, and even loves to prance around in clothes. I've attached some photos. I just wanted to say thank you for giving us the opportunity to add such a great little buddy to our lives!"

Tucker is another companion that has been paw-sitively impacted from the hard work of ACS staff and the loving embrace of San Antonio residents! Not to mention the warming impact Happy Tails like his have on the lives of his new family, and the lives of everyone involved in helping him find his new fur-ever home.



Clear the Shelters Matching Donation Event



During the first week of August, ACS teamed up with GreaterGood.org and Clear the Shelters for a fundraising event. GreaterGood.org pledged to match all donations ACS received throughout the week, recognizing the added stress shelters experience during the summer months from increased puppy and kitten intake due to spring litters. GreaterGood.org also recognized the new challenge faced by shelters due to COVID-19, which put extra strain on resources. By the end of the event, ACS raised \$5,167 through donations from the community and the matching donation from GreaterGood.org. Along with donations received through other events throughout the year, these donations will be used for Live Release programming to help save the lives of San Antonio pets. All through FY 2020, ACS has continued to be blown away by the generosity of the community and partner organizations to support the efforts of ACS. Thank you to everyone who has contributed!

FY 2020 4th Quarter Staff Update

Education & Outreach in the COVID-19 Era

Pre-COVID, ACS's education and outreach efforts had a large focus on in-person connections in the community. Staff would provide presentations in schools about responsible and humane pet care, attend community events sharing department resources, and offer in-person volunteer opportunities for those wishing to better the lives of San Antonio animals. Ongoing restrictions and comprehensive safety concerns have led the Education & Outreach team to make quick adjustments

Upon issuance of the initial "Stay Home, Work Safe" order, the team quickly increased the department's social media presence, sharing educational content across platforms including Facebook, Instagram, and Twitter. This information focused on adoptable pets, "Happy Tails" from adopters, tips for pet parents, updates on ACS operations, and monthly live release statistics, among other department highlights. Teaming up with the department's trainers, Education & Outreach began providing weekly livestreams on different training-related topics, and virtual training sessions for local pet parents. The team also began "Trainer Takeovers" on Facebook and Instagram, allowing ACS trainers to share videos of "behind the scenes" work helping the shelter's dogs become more adoptable. Weekly blogs were also added to the ACS website to share and address educational issues.

With volunteers unable to come on campus, the Education & Outreach team coordinated opportunities for volunteers to engage in remote projects, such as mask making for staff and visitors and writing thank you letters to adopters.

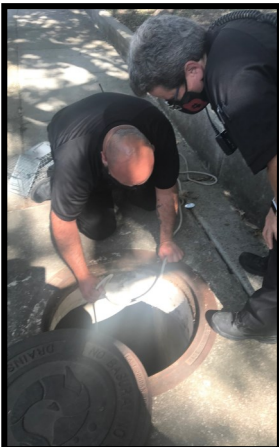
As the department continues to pivot operations to support the community's post-pandemic landscape, Education & Outreach will support additional creative ways to reach and engage the community and share important information.



The Rescue of Bickley the Kitten

In August, ACS received a call from some concerned neighbors living near the intersection of Bickley and Pleasanton. For several days, the concerned residents had been hearing mysterious, faint meows but were unable to locate the source. Finally, they called ACS, which dispatched Animal Care Officers to the area. Officers were able to locate a small gray kitten that was trapped in a storm drain.

With a quick call to friends over at the City's Public Works Department, workers in the Storm Water division helped remove a heavy manhole cover so ACS officers Manuel Flores, Melissa Smith, and Joseph Flores could get to the kitten. Unable to reach the kitten by hand, the officers rigged up a bucket with wet cat food inside to try to lure in the kitten. Thankfully, the kitten couldn't resist the aroma of the "Savory Seafood Feast" he was offered and climbed willingly into the bucket before finally being pulled to safety by the officers. The kitten was named Bickley, after the street where he was found, and was adopted soon after arriving to ACS.



Bickley's rescue is another example of how the community continues to work together to save lives!

Fiscal Year 2021 Budget Highlights

Although there is not a significant change to the total ACS budget from the previous year, the FY 2021 budget, which was adopted by City Council on September 17, does include some changes intended to enhance ACS operations. Fiscal Year 2021 begins October 1, 2020 and goes through September 30, 2021.

Converting Temporary Positions

In FY 2021, 11 temporary positions will be converted to full-time COSA positions. Although they were officially “temporary”, these positions have been permanently filled for several years and have been critical to ACS operations. The 11 positions include nine Animal Care Attendants, one Live Release Coordinator, and one Education Coordinator.



Marketing Partnership with SWMD

In FY 2021, ACS will be partnering with the City’s Solid Waste Management Department on a marketing campaign to benefit both departments. Solid Waste assists ACS with dead animal pick-up, so the marketing campaign will be focused on reducing that number and promoting the safety of San Antonio pets.



Fleet Maintenance

Funding is included in the FY 2021 ACS budget for additional maintenance resources to support all trucks that have been added to the ACS fleet over the past several years. The FY 2021 budget also includes resources to support enhanced cleaning protocols that were put into place in FY 2020.



Improved Disease Mitigation

During FY 2020, ACS began updating standard operating procedures to minimize the spread of diseases, such as distemper, Parvo, and other respiratory illnesses, among ACS animals. As a result, ACS had to increase the amount of janitorial supplies for the appropriate frequency of disinfecting. ACS also had to increase the amount of pet supplies to ensure ample time for disinfecting and enough for routine replacement. The FY 2021 budget has additional funding available for these improved procedures.

FY 2020 Annual Statistical Analysis



Analysis of the annual metrics for Fiscal Year 2020 will be a comparison of the results for Fiscal Year 2020 and the average of respective metric totals for the previous three years (Fiscal Year 2017, Fiscal Year 2018, and Fiscal Year 2019). Annual Fiscal Year 2020 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Editor's Note: Some FY 2020 Annual Targets were incorrect in previous reports. Corrections have been made in this report.

Increasing the Live-Release Rate

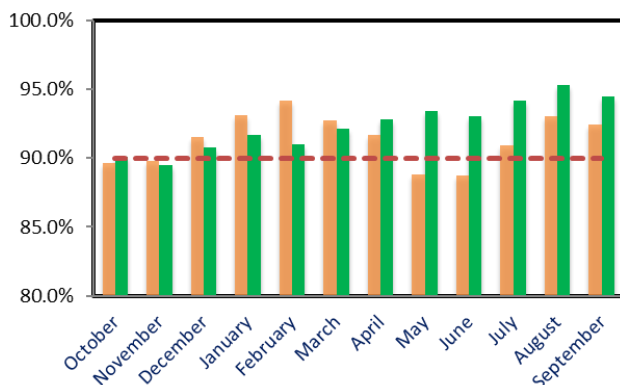
For the past three years, Animal Care Services (ACS) has maintained an annual Live-Release rate of 90+%. While this is a monumental achievement for any open-admission municipal shelter, ACS is continuously striving to achieve greater heights. This is why the Live-Release Division is constantly developing new programs and enhancing existing programs. Free dog training for adopters helps ensure successful outcomes. Building partnerships with external agencies to take part in national events and grant opportunities. Continuing to support and be supported by committed rescue partners. These are just some of the ways in which ACS is pushing to maintain and raise the Live-Release rate.

Live-Release Rate

FY20 Annual Goal: 90%

FY20 Annual Results: 92.1%

FY17-FY19 Annual Avg. Results: 91.3%

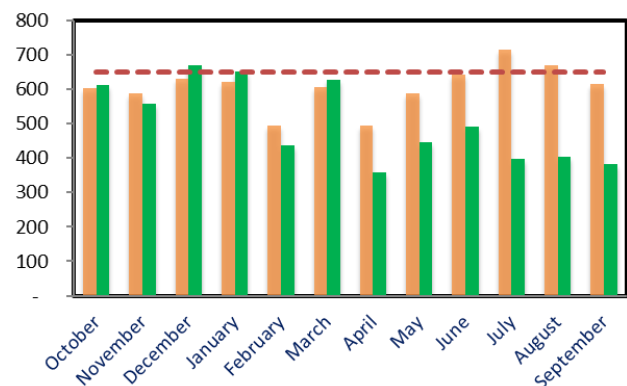


Adoptions

FY20 Annual Goal: 7,800

FY20 Annual Results: 6,036

FY17-FY19 Annual Avg. Results: 7,263



--- FY 2020 Target Prior 3 Year Average FY 2020 Actual

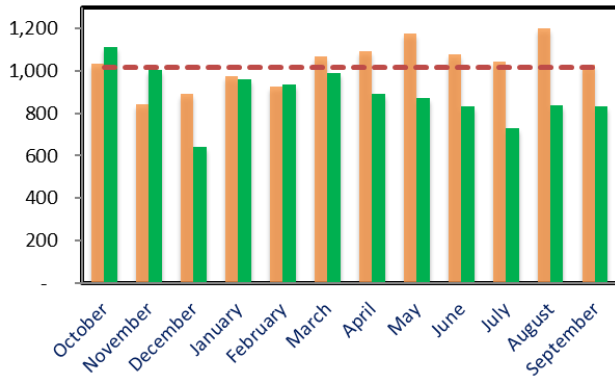
Increasing the Live Release Rate (Cont.)

Rescues

FY20 Annual Goal: 12,200

FY20 Annual Results: 10,650

FY17-FY19 Annual Avg. Results: 12,358

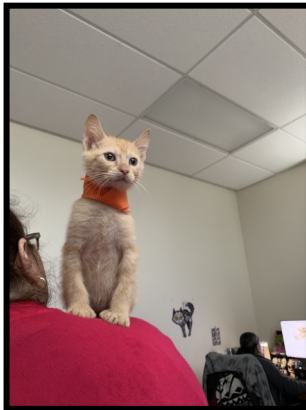
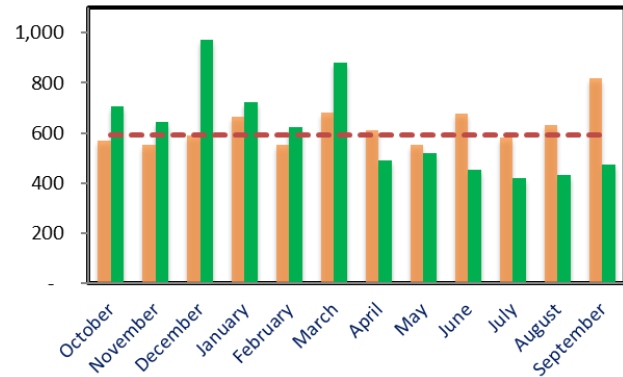


Return To Owner (Overall)

FY20 Annual Goal: 7,100

FY20 Annual Results: 7,327

FY17-FY19 Annual Avg. Results: 7,480

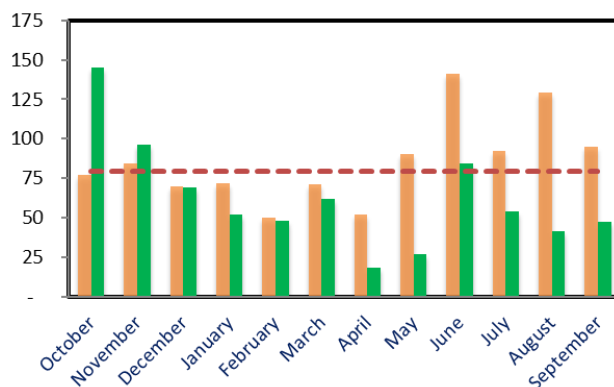


Trap Neuter Release

FY20 Annual Goal: 950

FY20 Annual Results: 743

FY17-FY19 Annual Avg. Results: 1,024

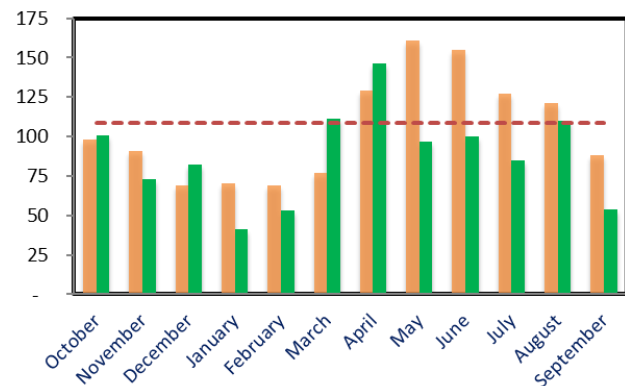


Pets Fostered

FY20 Annual Goal: 1,300

FY20 Annual Results: 1,053

FY17-FY19 Annual Avg. Results: 1,255



Control the Roaming Animal Population

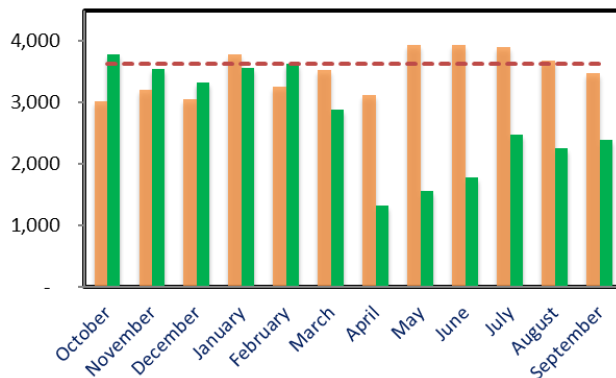
Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Spay and neuter surgeries performed in-house and by ACS partners help contribute to this strategic priority, as does micro-chipping, which allows ACS to reunite roaming pets with their owners. In addition, the metric of dead animal pickup is used as an additional indicator of the number of animals roaming free.

Total Spay & Neuter Surgeries

FY20 Annual Goal: 43,455

FY20 Annual Results: 32,498

FY17-FY19 Annual Avg. Results: 41,856

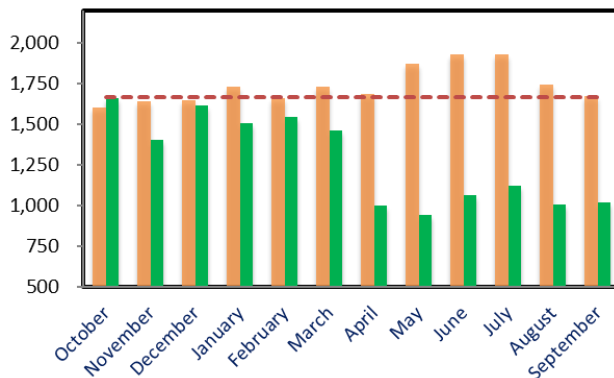


Microchips Registered

FY20 Annual Goal: 20,000

FY20 Annual Results: 15,331

FY17-FY19 Annual Avg. Results: 20,845

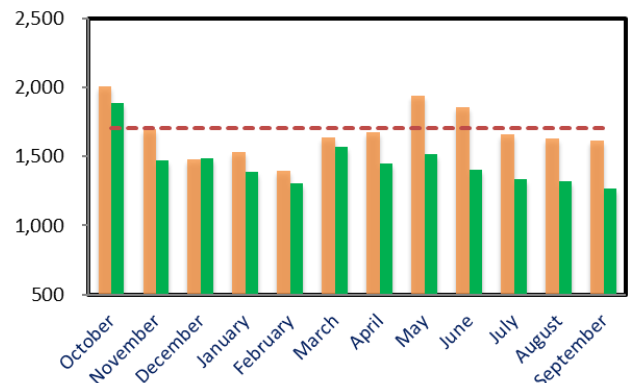


Deceased Dog/Cat Pick-up*

FY20 Annual Goal: 20,500

FY20 Annual Results: 17,405

FY17-FY19 Annual Avg. Results: 20,118



* In this metric a lower number means a greater success.

--- FY 2020 Target Prior 3 Year Average FY 2020 Actual

Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of residents and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, and cruelty cases filed.

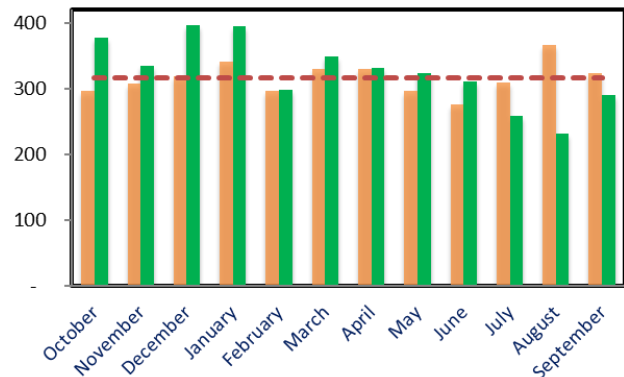


Pets Returned to Owner in the Field

FY20 Annual Goal: 3,800

FY20 Annual Results: 3,898

FY17-FY19 Annual Avg. Results: 3,794

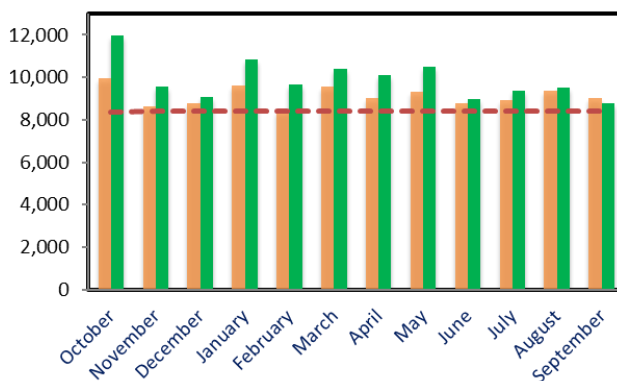


Calls for Service Requests

FY20 Annual Goal: 101,000

FY20 Annual Results: 98,762

FY17-FY19 Annual Avg. Results: 109,440

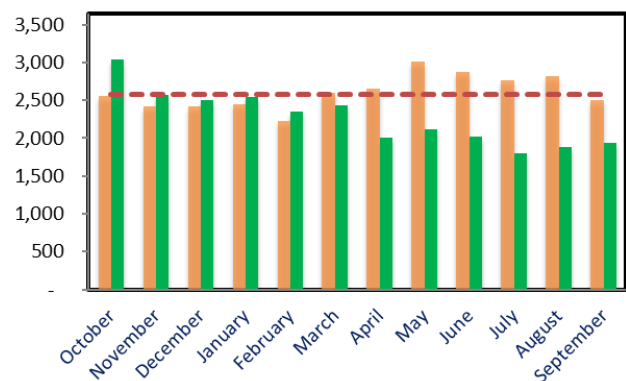


Impoundments

FY20 Annual Goal: 31,000

FY20 Annual Results: 27,194

FY17-FY19 Annual Avg. Results: 31,326

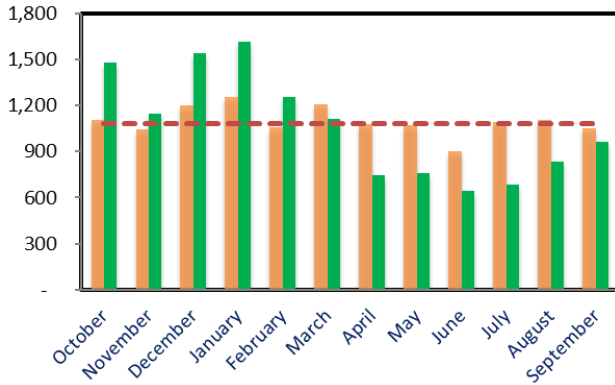


Citations Written

FY20 Annual Goal: 13,000

FY20 Annual Results: 12,782

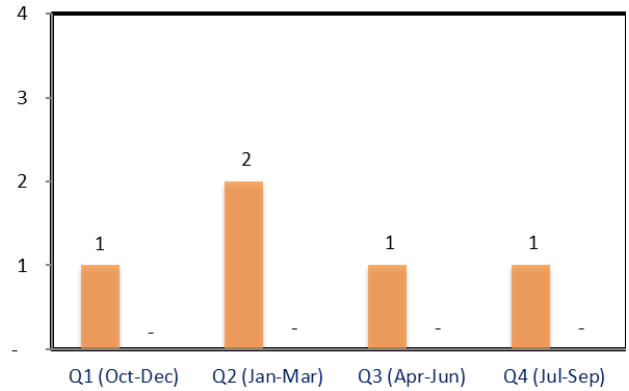
FY17-FY19 Annual Avg. Results: 13,173



Serious Bodily Injuries

FY20 Annual Results: 0

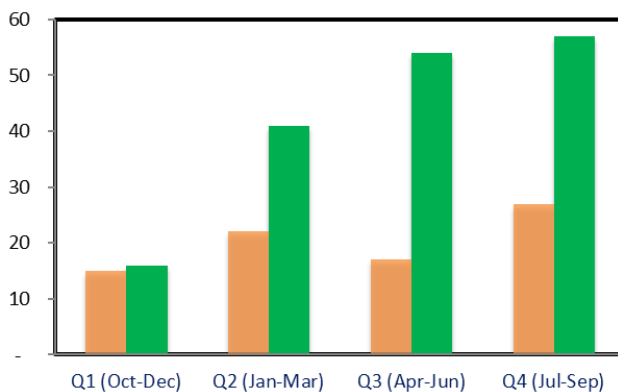
FY17-FY19 Annual Avg. Results: 6



Aggressive/Dangerous Designations

FY20 Annual Results: 168

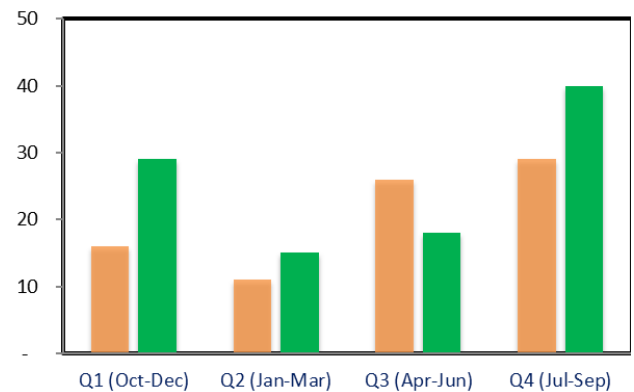
FY17-FY19 Annual Avg. Results: 82



Cruelty Cases Filed

FY20 Annual Results: 102

FY17-FY19 Annual Avg. Results: 83



--- FY 2020 Target Prior 3 Year Average FY 2020 Actual

Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. To broaden ACS' reach and better adapt to modern trends, the Education & Outreach Division enhanced its social media efforts. Their efforts have been met with great success and as such, their Homes Reached now includes their digital outreach efforts as well (effective February 2020).

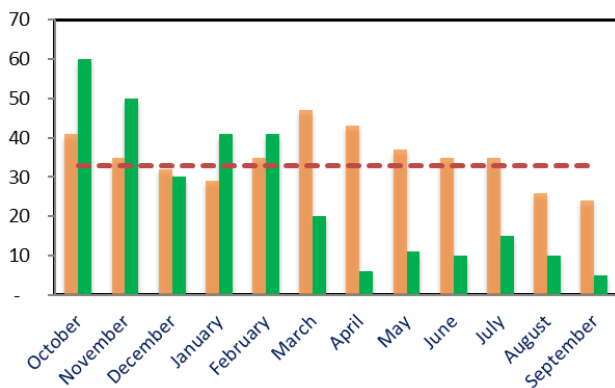


Education Events

FY20 Annual Goal: 400

FY20 Annual Results: 299

FY17-FY19 Annual Avg. Results: 361

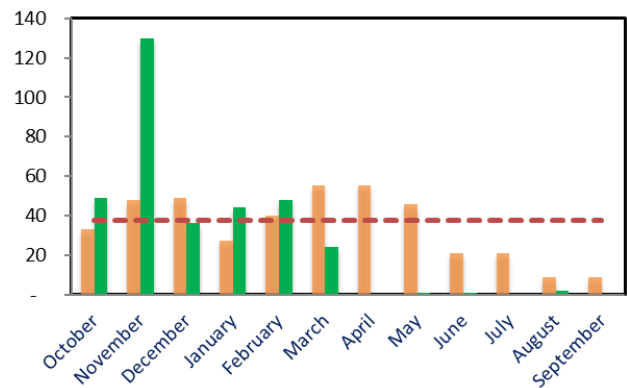


School Presentations

FY20 Annual Goal: 450

FY20 Annual Results: 335

FY17-FY19 Annual Avg. Results: 396

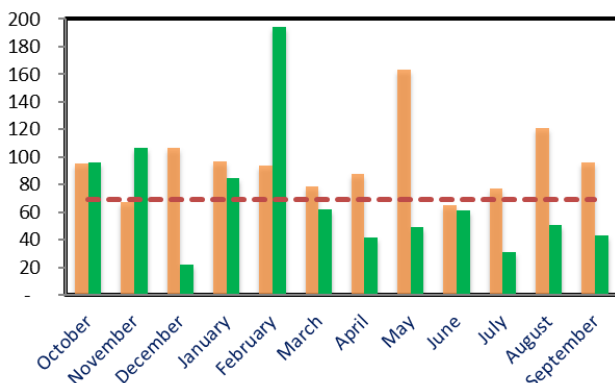


Media Interactions

FY20 Annual Goal: 830

FY20 Annual Results: 843

FY17-FY19 Annual Avg. Results: 1,149

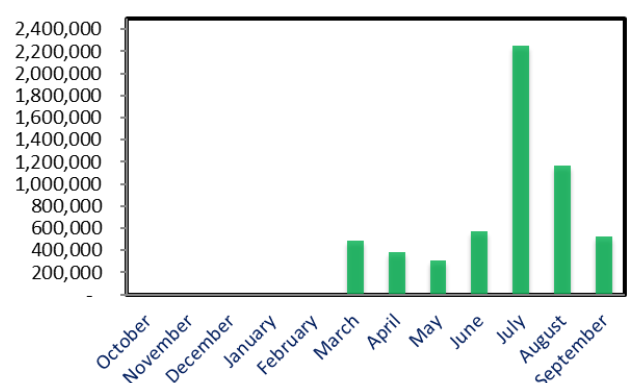


Homes Reached*

FY20 Annual Goal: N/A

FY20 Annual Results: 5,724,653

FY17-19 Annual Avg. Results: N/A



* This metric was adjusted for FY20, it does not include prior years

--- FY 2020 Target Prior 3 Year Average FY 2020 Actual



Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:

Monday - Friday: 1:00 pm - 7:00 pm

Saturday/Sunday: 11:00 am - 5:00 pm

(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)

E-mail ACSIntake@sanantonio.gov to begin pet drop-off process

Tuesday - Friday: 11:00 am - 6:30 pm

Saturday: 11:00 am - 4:30 pm

Sunday/Monday: CLOSED

Our mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.

